Expertise

Senior IT Infrastructure Analyst

Our client, Lancashire Holdings Limited, through its UK and Bermuda based insurance subsidiaries and its platform at Lloyd's, is a global provider of specialty insurance products with an emphasis on property, energy, marine and aviation classes. Its insurance subsidiaries carry the Lancashire group rating of A (excellent) from A.M. Best and within its Lloyd's platform, syndicate 2010 has an A.M. Best rating of A (Excellent). Lancashire has capital in excess of $1.5 billion dollars and its Common Shares trade in London under the ticker symbol LRE.

Lancashire are currently seeking a Senior IT Infrastructure Analyst. Reporting to the Head of IT Infrastructure in the UK, this person will be responsible for rapidly resolving technical issues as part of the group service desk, supporting staff based in London, Bermuda and those working from home. Duties include but are not limited to:

- Leading and delivering technology designs to enhance the company's infrastructure
- Management and support of the infrastructure platforms providing excellent service availability
- Management of production and development environments
- Maintenance of the Development and Test systems
- Deploying application/system changes in accordance with the change management process
- Documenting all new technical fixes in the Service Desk tool and updating departmental documentation and procedures enabling the sharing of knowledge to peers and colleagues
- Monitoring and development of platform system health and the implementation of effective disaster recovery
- Supporting and leading the team through training and the provision of documentation relating to infrastructure changes
- Providing guidance on how best to make use of Lancashire's infrastructure

The successful candidate will possess excellent communication skills, the ability to work well within a team and a passion for delivering exemplary service and continuous improvement of services. Additional requirements include:

- Minimum 6 years' experience including 3 years in a support role plus 3-5 years' experience as a 2nd/3rd line technician
- IT related degree and/or technical qualifications such as Microsoft, VMware and Cisco
- Proven technical background including excellent Windows Server and Virtualization skills as well as a strong knowledge of Virtual Server technologies, Exchange 2010 and Microsoft Active Directory
- Knowledge of Microsoft Windows 7, Windows Server 2003/2008/2012, Microsoft Office Suite 2007/2010
- Understanding/experience of networking principles as applied to LAN, WAN and VOIP configurations
- Strong IT troubleshooting skills in relation to end user support
- Experience in using Service Desk ticketing tools (ideally BMC Footprints) and understanding of Service Management best practices
- ITIL certification desirable but not essential

To apply please send your resume to bdajobs@expertise.bm or apply online at www.BermudaJOBS.com.

All enquires will be dealt with in strict confidence.

Closing date: August 20, 2014

lancashire